Just a note to those HP tablet owners who experience the Black screen of death or sleep of death.

I am the proud owner of 4 HP tablets and two of them so far have had the black screen of death. I have read forum after forum trying to get answers to this problem. There was only one posting that has made cense to me. Someone posted that the tablets symptoms are very much like when the Phones use to go to sleep. The solution was to disconnect the battery for a few minutes then plug it back in. Then simply hit the hold the power button down to turn on the tablet.

The problem is taking the TP apart. There is a video on youtube on how to disassemble the tp. It is a little annoying that you have to go to such lengths to reset the hardware but HP will charge you 250 dollars to fix the problem. After you watch the video on how to open the TP, remove the 3 little screws holding the battery. Now slowly pry the battery up, they use double sided tape to hold it in place along with the screws. Wiggle the battery side to side and try to disconnect the battery connector. This can be done without removing the boards in the TP. Wait 1 min then try to replace the connector in the socket. It is on the underside of a board so when you have it in place use something to make sure it is tight. Plug the charger in to the USB cable. Without closing up the unit hold the tablet power button in until you get the battery charging symbol on the display. Let the unit charge while it is still disassembled. Just in case you have a problem. Once everything is operating disconnect to charger and replace the battery screws, now snap everything together.

This was the only way I was able to fix two of my four TP's. I am sure I will have to do this again because my kids always let the tablets go dead and they don't pay attention when placing them on the Stone for charging. If the tablet is not properly placed on the stone the tablet will not charge.

Hope this helps.

I realise this is an old thread, but I recently had a reoccurrence of the black screen of death issue and thought given the number of touchpads still out in the wild, I would share my experience on the off-chance it may help somebody.

My first experience of the black screen issue was a few months after having my touchpad (many years ago). The screen just went black and no combination of holding the reset keys for any period of time would restart the unit. I had suffered lock-ups before and found the reset combination to be successful, but this time none of that worked and I had effectively what appeared to be a dead unit.

Having contacted HP, I returned the unit under warranty and a unit was returned working. I say “a unit” as I was never quite sure if it was the same unit or a refurbed unit, but to be honest given the speed the units went out of stock during the fire sale, I was just glad to have a working unit again.

Well this week after several years of use including the installation of Android, the black screen occurred again. As before, no combination of the keys / holding for a period of time / pressing them a number of times etc had any effect. The unit was three quarters charged and I was using it up till the point the screen went black.

Given that the unit has no warranty and it was “dead” anyway, I decided to take it apart. Despite watching YouTube videos, this appeared to be more troublesome than I thought, but eventually I was in. Interestingly, the backlight on the screen was still lit, suggesting the unit was still powered. I did consider disconnecting the battery, having removed the screws as per the previous poster, but mine seemed to be well and truly stuck down and I felt I may damage it prying it away from the base.

However, looking around inside the unit, I spotted what was clearly a surface mounted switch that faced upwards towards the back of the screen. Out of interest, I pressed on this switch with my finger nail and my unit powered off (shown by the backlight turning off). I then pressed the normal power switch and the unit powered up as normal. I have attached a photo of the switch which resides close to the popout tab with serial numbers on that can be found on the right hand side of the unit.

It does appear strange that HP put this “reset” button inside the unit, facing inwards rather than outwards where a small hole in the back of the case could be used to press it. So if you do get to the opening the case stage, consider this as an alternative to prying the battery loose. Also if somebody can work out a way to make the button accessible from outside the case it might be a useful modification.

Attached Thumbnails